



FEMA

POSITION TASK BOOK FOR THE POSITION OF

**National Qualification System
HAZARD MITIGATION COMMUNITY
EDUCATION AND OUTREACH SPECIALIST**

HAZARD MITIGATION COMMUNITY EDUCATION AND OUTREACH SPECIALIST

1. Competency: Communicate effectively

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

1a. Behavior: Communicate hazard mitigation (HM) program information

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Coordinate with public information and HM staff to respond to questions and concerns about HM program activities.	E, F, I, J		
2. Distribute HM, recovery, rebuilding, and insurance information—including technical bulletins, fliers, publications, videos, statistics, and public service announcements—to disaster-affected communities: <ul style="list-style-type: none"> • Identify current information, particularly anything related to the current disaster or hazard event • Work with local mitigation experts, building officials, and Federal Emergency Management Agency (FEMA)/state HM experts to identify additional mitigation methods to communicate to property owners and other community stakeholders • Be available to answer questions and forward inquiries to subject-matter experts as appropriate 	E, F, I, J		
3. Distribute written materials to stakeholders: <ul style="list-style-type: none"> • Work with supervisor to determine likely audiences for HM materials • Review available public distribution materials to determine whether they are appropriate for the subject area and program requirements • Recommend to immediate supervisor the development of new materials that present important location- or event-specific HM program information • Coordinate with immediate supervisor on foreign language accessibility 	E, I, J		
4. Present HM community education and outreach information in public forums.	E, F, I, J		
5. Provide general information about mitigation to individuals and businesses: <ul style="list-style-type: none"> • Communicate mitigation best practices in coordination with local, state, and FEMA mitigation experts. • Explain how mitigation programs work, including information about eligibility • Act as initial liaison between community members/other stakeholders and mitigation subject matter experts; identify needs and make initial determination about who can best provide more detailed information 	E, F, I, J		
6. Respond to inquiries from internal and external partners in a timely manner with accurate information: <ul style="list-style-type: none"> • Review relevant FEMA HM procedures and policies to ensure currency • Provide stakeholders with current information about HM programs 	E, F, I, J		

7. Talk to members of the community about their experiences: <ul style="list-style-type: none"> • When mitigation projects are well known, try to learn more about the performance of projects and how they helped the community • Document applicant interactions, common themes, and potential emerging issues; send report to immediate supervisor as directed 	I, J		
8. Use broad-scope delivery opportunities to market/publicize mitigation efforts—including displays, publications, mixed media, social networking, signage, presentations, and exhibits—and manage logistics of physical setups.	E, F, I, J		

2. Competency: Ensure completion of assigned actions to meet identified objectives

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established timeframe.

2a. Behavior: Gather, review, and organize disaster-related information for analysis and decision-making

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
9. Capture and submit pertinent mitigation-related situational information to immediate supervisor.	C, E, F, I, J		
10. Consult HM program regulations, FEMA policies, and applicable Authority Having Jurisdiction (AHJ) policies to ensure a broad understanding of the basis for the mitigation activities: <ul style="list-style-type: none"> ● 44 Code of Federal Regulations (CFR) ● FEMA's state and local Mitigation Planning How-To-Series ● Federal guidance for local, state, tribal, and territorial planning 	C, E, F, I, J, T		
11. Coordinate with immediate supervisor for program guidance and logistical resource needs: <ul style="list-style-type: none"> ● Determine needs based on expected audience and venue ● Work with support staff to identify and secure materials and technology for outreach and presentations 	C, E, F, I, J		
12. Coordinate/consolidate an after-action report from the HM speaker after each meeting and save the report to a location specified by immediate supervisor.	E, F, I, J		
13. Identify and apply past mitigation projects, products, and initiatives that may be useful for the current disaster: <ul style="list-style-type: none"> ● Research available sources and internal records, and engage with subject matter experts to identify mitigation projects in the subject area 	C, E, F, I, J, T		
14. Implement educational and academic special initiatives: <ul style="list-style-type: none"> ● Research and analyze community needs ● Identify organizations as potential partners in developing and delivering HM-related information ● Partner with institutions to take advantage of messaging opportunities 	E, I, J		
15. Monitor Federal, state, local, academic, and private- sector venues, including fairs, community events, conventions, and trade shows, to identify community education and outreach opportunities.	I, J		
16. Monitor media, including local newspapers, television, radio, and internet, to identify topics and trends about which there is insufficient or conflicting information; report findings to immediate supervisor.	E, I, J		

2b. Behavior: Analyze program-related data to make recommendations and identify problems

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
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17. Coordinate with appropriate staff to obtain or ensure the availability of materials for workshops, briefings, and technical assistance outreach activities.	E, F, I, J		
18. Develop creative solutions to address education and outreach issues: <ul style="list-style-type: none"> • Develop and maintain an understanding of community needs and attitudes toward disaster recovery and mitigation • Communicate with the public, various local, state, tribal, and territorial, and other subject-matter experts about their understanding of mitigation in the context of recovery and long-term planning • Synthesize this information to develop appropriate ways to address areas for improvement 	E, F, I, J, T		
19. Identify opportunities to enhance and support other HM efforts: <ul style="list-style-type: none"> • Develop and maintain an understanding of a wide range of mitigation activities • Maintain open communications with staff, stakeholders, and subject-matter experts working in various subject areas related to HM 	E, F, I, J, T		
20. Identify topics on which the public needs clarification because of lacking or conflicting information, and inform immediate supervisor: <ul style="list-style-type: none"> • Record comments and monitor the community's overall understanding of and interest in mitigation opportunities • Develop concise written and oral summaries of this information for supervisory staff 	E, F, I, J		
21. Report on trends observed in field assignments: <ul style="list-style-type: none"> • Maintain an understanding of community needs, attitudes, and activities concerning mitigation projects 	E, I, J		
22. Support the delivery of the National Flood Insurance Program (NFIP) and inform applicants about the availability of flood insurance and other insurance services: <ul style="list-style-type: none"> • Provide NFIP phone numbers, web addresses, and e-mail contact information • Provide basic background information about NFIP 	E, F, I, J		